Company Name:	The	Ponderosa [*]	Telephone Co.	U#: <u>1014-C</u>	Report Year:	2019
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting Unit Name:	Total Company	

	Measurement (Con	npile monthly, file quarterly)	(0	Date filed 05/15/19)			Date filed (08/14/19)	_	Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter		
	•		Jan	t Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	Aug	Sep	Oct	Nov Nov	Dec
		Total # of business days	67.80	61.69	110.02	85.59	171.39	154.72	Jui	Aug	Sep	OCI	NOV	Dec
	Illation Interval	Total # of service orders	32.00	28.00	52.00	50.00	112.00	139.00						
Min.	standard = 5 bus. days	Avg. # of business days	2.12	2.20	2.12	1.71	1.53	1.11						
		Total # of installation commitments	32.00	28.00	52.00	50.00	112.00	139.00						
	Illation Commitment	Total # of installation commitment met	32.00	28.00	52.00	50.00	112.00	139.00						
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00						
met		% of commitment met	100%	100%	100%	100%	100%	100%						
Cust	omers	Acct # for voice or bundle, res+bus	6285	6273	6268	6269	6267	6273						
	omer Trouble Report	, , , , , , , , , , , , , , , , , , , ,						<u> </u>						
3230	<u>'</u>	Total # of working lines											1	i
	6% (6 per 100 working lines	Total # of trouble reports												i
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												i
کو	20/ (0 100 1 1	Total # of working lines	5855	5836	5846	5855	5891	5933						i
tar	8% (8 per 100 working lines	Total # of trouble reports	71	87	83	74	124	74						
S.	for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines	% of trouble reports	1%	1.49%	1.42%	1.26%	2.10%	1.25%						
Ä		Total # of working lines	1571	1574	1573	1578	1606	1718						1
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports	29	34	19	17	20	26						1
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports	2%	2.16%	1.21%	1.08%	1.25%	1.51%						1
		Total # of outage report tickets	45	77	65	53	83	65						1
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	44	76	62	53	75	62						1
	of Service Report	% of repair tickets restored ≤ 24 Hours	98%	99%	95%	100%	90%	95%						1
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	569.47	547.40	242.73	296.45	1287.94	777.52						1
IVIII I.	standard = 90% Within 24 his	Avg. outage duration (hh:mm)	12.65	7.11	3.73	5.59	15.52	11.96						
		Indicate if catastrophic event is in a month												1
	·	Total # of unadjusted outage report tickets	62	94	70	61	110	74						
	djusted	Total # of repair tickets restored in ≤ 24hrs	50	88	64	55	90	65						
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	80.65%	93.62%	91.43%	90.16%	81.82%	87.84%						
		Sum of the duration of all outages (hh:mm)	2230.42	1541.00	871.63	2802.12	1912.28	4166.63						
		Avg. outage duration (hh:mm)	35.97	16.39	12.45	45.94	17.38	56.31						<u></u>
	Refunds	Number of customers who received refunds	26.00	4.00	5.00	8.00	0.00	10.00						
		Monthly anount of refunds	211.51	39.10	183.75	33.23	0.00	53.48						
		-												
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												l
	dard = 80% of calls ≤ 60	% ≤ 60 seconds												1
	nds to reach live agent (w/ a	70 2 00 3000Hu3						<u>l</u>					1	
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Ponderosa 1	Telephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Reporti	ng Unit Name:	Friant	

	Measurement (Con	(Date filed 05/15/19) st Quarter		Date filed (08/14/19) 2nd Quarter				Date filed (11/14/2019 3rd Quarte	,	Date filed (2/14/20) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	3.72	4.71	3.64	3.55	0.59	9.91	0.00	0.00	0.00	0.00	0.00	0.00
	allation Interval	Total # of service orders	1.00	2.00	2.00	5.00	5.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00
win.	standard = 5 bus. days	Avg. # of business days	3.72	2.36	1.82	0.71	0.12	1.42	0.00	0.00	0.00	0.00	0.00	0.00
I 1 -	-11-11 0111	Total # of installation commitments	1.00	2.00	2.00	5.00	5.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00
	allation Commitment	Total # of installation commitment met	1.00	2.00	2.00	5.00	5.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	385	384	382	385	386	389	0	0	0	0	0	0
Cust	tomer Trouble Report	,												
		Total # of working lines												
_	6% (6 per 100 working lines	Total # of trouble reports												
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
υğ	8% (8 per 100 working lines	Total # of working lines												
ita	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	101 utilits w/ 1,001 - 2,999 littles)	% of trouble reports												
i	10% (10 per 100 working lines	Total # of working lines	797	799	797	797	802	811	0	0	0	0	0	0
	for units w/ < 1 000 lines)	Total # of trouble reports	7	7	1	7	3	7	0	0	0	0	0	0
	ioi units w/ = 1,000 lines/	% of trouble reports	1%	0.88%	0.13%	0.88%	0.37%	0.86%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	3	4	1	4	2	5	0	0	0	0	0	0
Adju	istad	Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	0	0	0	0	0	0
•	of Service Penort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	0%	0%	0%	0%	0%	0%
	etandard = 90% within 24 hre	Sum of the duration of all outages (hh:mm)	4.77	37.78	2.48	26.78	6.58	86.98	0.00	0.00	0.00	0.00	0.00	0.00
IVIIII.		Avg. outage duration (hh:mm)	1.59	9.45	2.48	6.70	3.29	17.40	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	4	4	1	4	2	5	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	3	4	1	4	2	4	0	0	0	0	0	0
of Se		% of repair tickets restored ≤ 24 Hours	75.00%	100.00%	100.00%	100.00%	100.00%	80.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Sum of the duration of all outages (hh:mm)	55.13	37.78	2.48	26.78	6.58	86.98	0.00	0.00	0.00	0.00	0.00	0.00
L		Avg. outage duration (hh:mm)	13.78	9.45	2.48	6.70	3.29	17.40	0.00	0.00	0.00	0.00	0.00	0.00
Refu		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0	0	0	0	0	0	0	0	0	0	0	0
	Time (Translate	Total # of calls for TR, Billing & Non-Billing					1					1		ı
	wer Time (Trouble												-	
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Phone: 559-868-6376 Name: Fred Lofy Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Repor	ing Unit Name:	Shaver	

	W	wells assertible file assertants		Date filed 05/15/19)			Date filed (08/14/19)		Date filed (11/14/2019)			Date filed (2/14/20)		
	Measurement (Con	npile monthly, file quarterly)		st Quarter			2nd Quarte	r		3rd Quarte	/		4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	Total # of business days	26.31	0.42	26.38	34.86	61.41	46.28	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 5 bus. days	Total # of service orders	12.00	3.00	14.00	23.00	39.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I.	Standard = 5 bus. days	Avg. # of business days	2.19	0.14	1.88	1.52	1.57	1.32	0.00	0.00	0.00	0.00	0.00	0.00
lm a4	allation Commitment	Total # of installation commitments	12.00	3.00	14.00	23.00	39.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	12.00	3.00	14.00	23.00	39.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00
met	Standard = 95% communem	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cus	tomers	Acct # for voice or bundle, res+bus	1560	1561	1566	1567	1576	1584	0	0	0	0	0	0
Cus	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
l _	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
aro	ioi units w/ 2 3,000 lines)	% of trouble reports												
ğ	9% (9 per 100 working lines	Total # of working lines	1619	1618	1621	1638	1678	1720	0	0	0	0	0	0
ţ	for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	10	16	18	19	21	29	0	0	0	0	0	0
		% of trouble reports	1%	0.99%	1.11%	1.16%	1.25%	1.69%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Min.	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ < 1 000 lines)	Total # of trouble reports												
	ioi units w/ = 1,000 inles/	% of trouble reports												
		Total # of outage report tickets	6	10	11	10	14	18	0	0	0	0	0	0
Δdiu	ısted	Total # of repair tickets restored in ≤ 24hrs	6	10	10	10	13	18	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	91%	100%	93%	100%	0%	0%	0%	0%	0%	0%
	etandard = 90% within 24 hre	Sum of the duration of all outages (hh:mm)	50.47	20.67	0.00	38.28	220.09	193.43	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I.	Standard = 50 /0 Within 24 mg	Avg. outage duration (hh:mm)	8.41	2.07	0.00	3.83	15.72	10.75	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	6	13	13	15	14	24	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	6	11	11	11	13	20	0	0	0	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	85%	85%	73%	93%	83%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	50.47	669.95	461.30	2380.10	220.08	365.42	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	8.41	51.53	35.48	158.67	15.72	15.23	0.00	0.00	0.00	0.00	0.00	0.00
Refu		Number of customers who received refunds	0	0	5	0	0	1	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	183.75	0.00	0.00	12.60	0.00	0.00	0.00	0.00	0.00	0.00
		I		T		1	1	1				1	1	т
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing)	Total # of call seconds to reach live agent												
	standard = 80% of calls ≤ 60	% ≤ 60 seconds												
	onds to reach live agent (w/ a	/0 = 00 Seconds				l	l	l				l	l	
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy	Phone: 559-868-6376	Email: <u>fredl@ponderosatel.com</u>
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	The	Ponderosa 1	Telephone Co.	U#: <u>101</u> 4	4-C Repo	ort Year: 2019
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Reporting Un	nit Name: Auberry	

	Measurement (Con	npile monthly, file quarterly)	(1	Date filed 05/15/19) st Quarter		Date filed (08/14/19) 2nd Quarter			Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	24.38	36.32	46.42	17.81	38.28	31.43	0.00	0.00	0.00	0.00	0.00	0.00
	Illation Interval	Total # of service orders	11.00	14.00	17.00	7.00	16.00	15.00	0.00	0.00	0.00	0.00	0.00	0.00
Min.		Avg. # of business days	2.22	2.59	2.73	2.54	2.39	2.10	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitments	11.00	14.00	17.00	7.00	16.00	15.00	0.00	0.00	0.00	0.00	0.00	0.00
	Illation Commitment	Total # of installation commitment met	11.00	14.00	17.00	7.00	16.00	15.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard – 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0.00	0.00	0.00	0%	0%
Cust		Acct # for voice or bundle, res+bus	2116	2111	2108	2097	2087	2081	0	070	0	0	0	0
	omer Trouble Report	Acet # 101 Voice of Buriale, 1631Bus	2110	2111	2100	2001	2001	2001			•			
Ouot	,	Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
rd	Itor unite w/ > 3 (100 lings)	% of trouble reports												1
Standard		Total # of working lines	2534	2523	2531	2521	2509	2508	0	0	0	0	0	0
tar	8% (8 per 100 working lines	Total # of trouble reports	28	21	28	32	25	11	0	0	0	0	0	0
		% of trouble reports	1%	0.83%	1.11%	1.27%	1.00%	0.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
/lin	10% (10 per 100 working lines	Total # of working lines												i
	10% (10 per 100 working lines	Total # of trouble reports												i
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	15	14	17	26	17	4	0	0	0	0	0	0
Adjus	atad	Total # of repair tickets restored in < 24hrs	15	14	17	26	17	4	0	0	0	0	0	0
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	115.05	71.83	81.57	103.85	85.52	24.53	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I. 3	Standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	7.67	5.13	4.80	3.99	5.03	6.13	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	17	15	19	26	18	5	0	0	0	0	0	0
Unad		Total # of repair tickets restored in ≤ 24hrs	15	15	18	26	18	4	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	88%	100%	95%	100%	100%	80%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	144.40	78.83	125.43	103.85	109.07	146.77	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	8.49	5.26	6.60	3.99	6.06	29.35	0.00	0.00	0.00	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of calls for TR, Billing & Non-Billing											<u> </u>	
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	✓ Exchange	☐ Wire Center	Report	ing Unit Name:	Wishon	

	Measurement (Con	npile monthly, file quarterly)	(1	Date filed 05/15/19)			Date filed (08/14/19)		Date filed (11/14/2019)			Date filed (2/14/20)		
		,,		st Quarter			2nd Quarte			3rd Quarte			4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval	Total # of business days	0.00	0.00	2.56	0.00	4.36	2.51	0.00	0.00	0.00	0.00	0.00	0.00
	etandard - 5 bue, dave	Total # of service orders	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. # of business days	0.00	0.00	2.56	0.00	2.18	1.25	0.00	0.00	0.00	0.00	0.00	0.00
Insta	Illation Commitment	Total # of installation commitments	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	1.00	0.00	2.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00
met	Standard = 3570 communiciti	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
mot		% of commitment met	0%	0%	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%
		Acct # for voice or bundle, res+bus	29	30	33	33	34	35	0	0	0	0	0	0
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines												
l _	for units w/ ≥ 3,000 lines)	Total # of trouble reports												
Standard	ior units w/ 2 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines												
sta	for units w/ 1 001 2 000 lines)	Total # of trouble reports												
	o tor units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines	% of trouble reports												
ĕ		Total # of working lines	69	70	72	77	80	82	0	0	0	0	0	0
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	13	4	0	1	0	2	0	0	0	0	0	0
	ioi dilits w/ = 1,000 lilles)	% of trouble reports	19%	5.71%	0.00%	1.30%	0.00%	2.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	0	0	0	0	2	0	0	0	0	0	0
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	2	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	9.53	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I.	Standard = 90 % Within 24 his	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	4.77	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	12	4	0	1	0	2	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	6	3	0	1	0	2	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	50%	75%	0%	100%	0%	100%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	307.08	158.08	0.00	1.80	0.00	9.53	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	25.59	39.52	0.00	1.80	0.00	4.77	0.00	0.00	0.00	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	25	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	159.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
Repo	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												1
stand	dard = 80% of calls ≤ 60	· · · · · · · · · · · · · · · · · · ·												
seco	nds to reach live agent (w/ a	% ≤ 60 seconds					1							<u> </u>
meni	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy **Phone:** 559-868-6376 Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Ponderosa 1	Геlephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Repor	ting Unit Name:	O'Neals	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/19)			Date filed (08/14/19)				Date filed (11/14/2019))	Date filed (2/14/20)		
	Measurement (Con	nplie monthly, file quarterly)	1	st Quarter			2nd Quarte	r		3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	0.00	0.00	5.35	5.34	0.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of service orders	0.00	0.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bus. days		Avg. # of business days	0.00	0.00	2.68	2.67	0.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00
l 1 -	allation Commitment	Total # of installation commitments	0.00	0.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment met	0.00	0.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	0%	0%	100%	100%	100%	0%	0%	0%	0%	0%	0%	0%
Cus	tomers	Acct # for voice or bundle, res+bus	243	243	242	243	242	242	0	0	0	0	0	0
	tomer Trouble Report					_						_		
	6% (6 per 100 working lines	Total # of working lines												<u> </u>
l _	` '	Total # of trouble reports												
ard	for units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	309	309	308	309	309	310	0	0	0	0	0	0
-		Total # of trouble reports	4	17	12	5	8	7	0	0	0	0	0	0
		% of trouble reports	1%	5.50%	3.90%	1.62%	2.59%	2.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	12	8	1	6	5	0	0	0	0	0	0
Adiu	etad	Total # of repair tickets restored in ≤ 24hrs	0	12	8	1	6	5	0	0	0	0	0	0
	of Service Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	56.60	22.70	3.23	51.85	30.60	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	0.00	4.72	2.84	3.23	8.64	6.12	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	0	15	8	1	6	6	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	0	15	8	1	6	5	0	0	0	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	100%	100%	100%	100%	83%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	116.15	22.70	3.23	51.85	83.23	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	7.74	2.84	3.23	8.64	13.87	0.00	0.00	0.00	0.00	0.00	0.00
Refu	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
													1	-
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												ļ
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	dard = 80% of calls ≤ 60 onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)					•	•	•					•	
	p to roudin into agoint/	1												

Primary Utility Contact Information

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Ponderosa Telephone Co.			U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporti	ng Unit Name:	North Fork	

	Measurement (Compile monthly, file quarterly)			Date filed (05/15/19) 1st Quarter			Date filed (08/14/19) 2nd Quarter			Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
lm ata	lletien Internal	Total # of business days	9.37	18.34	25.43	23.96	21.28	20.12	0.00	0.00	0.00	0.00	0.00	0.00	
	Illation Interval	Total # of service orders	4.00	8.00	14.00	12.00	9.00	8.00	0.00	0.00	0.00	0.00	0.00	0.00	
IVIII.	standard = 5 bus. days	Avg. # of business days	2.34	2.29	1.82	2.00	2.36	2.52	0.00	0.00	0.00	0.00	0.00	0.00	
l	Illation Commitment	Total # of installation commitments	4.00	8.00	14.00	12.00	9.00	8.00	0.00	0.00	0.00	0.00	0.00	0.00	
	standard = 95% commitment	Total # of installation commitment met	4.00	8.00	14.00	12.00	9.00	8.00	0.00	0.00	0.00	0.00	0.00	0.00	
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%	
Cust	omers	Acct # for voice or bundle, res+bus	1502	1494	1490	1498	1499	1499	0	0	0	0	0	0	
Cust	omer Trouble Report	-,													
	'	Total # of working lines													
_	6% (6 per 100 working lines	Total # of trouble reports													
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports													
ndi	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1702	1695	1694	1696	1704	1705	0	0	0	0	0	0	
itaı		Total # of trouble reports	33	50	37	23	78	34	0	0	0	0	0	0	
		% of trouble reports	2%	2.95%	2.18%	1.36%	4.58%	1.99%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Min.	10% (10 per 100 working lines	Total # of working lines													
	for units w/ ≤ 1,000 lines)	Total # of trouble reports													
	1,000 mies)	% of trouble reports													
		Total # of outage report tickets	20	34	24	10	39	24	0	0	0	0	0	0	
Adjus	stad	Total # of repair tickets restored in ≤ 24hrs	20	34	23	10	35	22	0	0	0	0	0	0	
	of Service Penort	% of repair tickets restored ≤ 24 Hours	100%	100%	96%	100%	90%	92%	0%	0%	0%	0%	0%	0%	
	etandard = 90% within 24 hre	Sum of the duration of all outages (hh:mm)	157.68	208.77	98.53	78.03	384.17	395.94	0.00	0.00	0.00	0.00	0.00	0.00	
IVIII I.		Avg. outage duration (hh:mm)	7.88	6.14	4.11	7.80	9.85	16.50	0.00	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
		Total # of unadjusted outage report tickets	20	39	25	10	63	25	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	20	37	23	10	49	23	0	0	0	0	0	0	
of Se		% of repair tickets restored ≤ 24 Hours	100%	95%	92%	100%	78%	92%	0%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	157.68	301.43	222.27	78.03	834.05	3438.20	0.00	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	7.88	7.73	8.89	7.80	13.24	137.53	0.00	0.00	0.00	0.00	0.00	0.00	
Refu		Number of customers who received refunds	0	0	0	8	0	9	0	0	0	0	0	0	
		Monthly amount of refunds	0.00	0.00	0.00	33.23	0.00	40.88	0.00	0.00	0.00	0.00	0.00	0.00	
						1	1	1				1	1	7	
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												ļ	
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent													
	nds to reach live agent (w/ a	% ≤ 60 seconds													
	u option to reach live agent)														

Primary Utility Contact Information

Phone: 559-868-6376 Name: Fred Lofy Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2019
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Report	ing Unit Name:	Big Creek	

	Measurement (Compile monthly, file quarterly)			Date filed (05/15/19) 1st Quarter			Date filed (08/14/19) 2nd Quarter			Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
lmata	llation Intonial	Total # of business days	3.99	1.89	0.20	0.00	44.85	44.48	0.00	0.00	0.00	0.00	0.00	0.00	
	Illation Interval	Total # of service orders	3.00	1.00	1.00	0.00	40.00	72.00	0.00	0.00	0.00	0.00	0.00	0.00	
IVIII.	standard = 5 bus. days	Avg. # of business days	1.33	1.89	0.20	0.00	1.12	0.62	0.00	0.00	0.00	0.00	0.00	0.00	
I 1 -	Illation Commitment	Total # of installation commitments	3.00	1.00	1.00	0.00	40.00	72.00	0.00	0.00	0.00	0.00	0.00	0.00	
	standard = 95% commitment	Total # of installation commitment met	3.00	1.00	1.00	0.00	40.00	72.00	0.00	0.00	0.00	0.00	0.00	0.00	
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
met		% of commitment met	100%	100%	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	
Cust	omers	Acct # for voice or bundle, res+bus	414	414	411	410	407	407	0	0	0	0	0	0	
Cust	omer Trouble Report	,													
	69/ (6 per 100 working lines	Total # of working lines													
l _	6% (6 per 100 working lines	Total # of trouble reports													
ard	for units w/ ≥ 3,000 lines)	% of trouble reports													
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
ital		Total # of trouble reports													
		% of trouble reports											ĺ		
Min.	10% (10 per 100 working lines	Total # of working lines	351	351	350	349	369	469	0	0	0	0	0	0	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	5	5	2	8	9	0	0	0	0	0	0	
	1,000 mies)	% of trouble reports	0%	1.42%	1.43%	0.57%	2.17%	1.92%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		Total # of outage report tickets	0	2	3	0	5	7	0	0	0	0	0	0	
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	0	2	2	0	2	7	0	0	0	0	0	0	
	of Service Penort	% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	40%	100%	0%	0%	0%	0%	0%	0%	
	etandard = 90% within 24 hre	Sum of the duration of all outages (hh:mm)	0.00	6.38	33.93	0.00	539.73	36.50	0.00	0.00	0.00	0.00	0.00	0.00	
IVIII I.		Avg. outage duration (hh:mm)	0.00	3.19	11.31	0.00	107.95	5.21	0.00	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
		Total # of unadjusted outage report tickets	1	3	3	2	6	7	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	0	3	2	0	2	7	0	0	0	0	0	0	
of Se		% of repair tickets restored ≤ 24 Hours	0%	100%	67%	0%	33%	100%	0%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	24.98	9.40	33.93	162.05	568.85	36.50	0.00	0.00	0.00	0.00	0.00	0.00	
		Avg. outage duration (hh:mm)	24.98	3.13	11.31	81.02	94.81	5.21	0.00	0.00	0.00	0.00	0.00	0.00	
Refu		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0	
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
						1	ı	1				1			
	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing													
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent											<u> </u>		
	nds to reach live agent (w/ a	% ≤ 60 seconds											<u> </u>	<u> </u>	
	u option to reach live agent)														

Primary Utility Contact Information

Phone: 559-868-6376 Name: Fred Lofy Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The	Ponderosa 1	Telephone Co.	U#:	1014-C	Report Ye	ar: 2019
Reporting Unit Type:	☐ Total Company		☐ Wire Center	Repor	ting Unit Name:	Cima	

	Measurement (Compile monthly, file quarterly)			Date filed (05/15/19) 1st Quarter			Date filed (08/14/19) 2nd Quarter			Date filed (11/14/2019) 3rd Quarter			Date filed (2/14/20) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		Total # of business days	0.03	0.00	0.04	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Illation Interval	Total # of service orders	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Min.	standard = 5 bus. days	Avg. # of business days	0.03	0.00	0.04	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		Total # of installation commitments	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	Illation Commitment	Total # of installation commitment met	1.00	0.00	1.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
met		% of commitment met	100%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
Cust		Acct # for voice or bundle, res+bus	36	36	36	36	36	36	0	0	0	0	0	0	
	omer Trouble Report	7.00t ii 101 10100 01 Dallalo, 1001Da0													
	'	Total # of working lines													
	6% (6 per 100 working lines	Total # of trouble reports													
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports													
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
ţaı		Total # of trouble reports													
	for units w/ 1,001 - 2,999 lines)	% of trouble reports													
Min.	10% (10 per 100 working lines	Total # of working lines	45	45	46	46	46	46	0	0	0	0	0	0	
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	1	1	2	1	1	0	0	0	0	0	0	
	ioi unita w/ = 1,000 iiiles)	% of trouble reports	9%	2.22%	2.17%	4.35%	2.17%	2.17%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
		Total # of outage report tickets	1	1	1	2	0	0	0	0	0	0	0	0	
Adju	stad	Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	0	0	0	0	
	of Service Penort	% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
	etandard = 90% within 24 hre	Sum of the duration of all outages (hh:mm)	241.50	145.37	3.52	46.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
IVIII I.		Avg. outage duration (hh:mm)	241.50	145.37	3.52	23.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no	
		Total # of unadjusted outage report tickets	2	1	1	2	1	0	0	0	0	0	0	0	
		Total # of repair tickets restored in ≤ 24hrs	0	0	1	2	0	0	0	0	0	0	0	0	
of Se		% of repair tickets restored ≤ 24 Hours	0%	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	1490.67	169.37	3.52	46.27	121.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<u></u>		Avg. outage duration (hh:mm)	745.33	169.37	3.52	23.13	121.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Refu		Number of customers who received refunds	1	4	0	0	0	0	0	0	0	0	0	0	
<u> </u>		Monthly amount of refunds	52.50	39.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
A	ver Time (Trauble	Total # of calls for TR, Billing & Non-Billing													
	wer Time (Trouble							-						 	
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												 	
	onds to reach live agent (w/ a	% ≤ 60 seconds												<u> </u>	
	u option to reach live agent)														

Primary Utility Contact Information

Name: Fred Lofy Phone: 559-868-6376 Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)